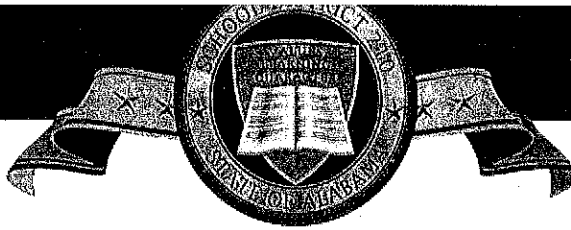


P.O. Box 66  
1000 Industrial School Road  
Mt. Meigs, AL 36057



Telephone: (334) 215-3850  
Fax: (334) 215-3857  
[www.dys.alabama.gov](http://www.dys.alabama.gov)

# **REQUEST FOR PROPOSAL FOR A BASIC MAINTENANCE**

Due date: Monday, March 24, 2014  
Time due: 9:00 a.m. Central Standard Time  
Title: Alabama State Department of Youth Services  
(School District 210)

Department of Youth Services School District  
Basic Maintenance Agreement  
Proposal Closing Date: March 24, 2014

**REQUEST FOR PROPOSAL**

The Alabama Department of Youth Services is seeking bids for basic maintenance support to supplement, as needed the existing Network support staff consisting of 1 fulltime Technology Coordinator. The Alabama Department of Youth Services School District is seeking bids for the following services:

1. **E-rate Eligible Basic Maintenance Support** – limits support to only E-rate eligible activities/items as outlined by the Schools and Libraries eligibility guidance and direction.
2. **Cisco hardware maintenance (8\*5\*NBD coverage requirement)** - hardware replacement, software upgrades, security patches, maintenance, etc.);

**MISCELLANEOUS**

- A. Specifications are not intended to eliminate any reputable manufacturer, brand or vendor. Reference to manufacturers, brand names, suppliers catalog numbers, etc., is intended to set quality standards and does **NOT** exclude proposals from others as long as quality standards are met. Pictures, descriptions and specifications shall accompany all proposals.
- B. If a proposal differs in any way from the proposal specifications, the vendor must list the differences on the bid proposal form telling exactly where and how the proposal deviates from said specifications. If no exceptions are listed on the proposal, it will be presumed the vendor proposes to meet the specifications in every respect; and if awarded the contract, performance on this basis will be required.
- C. It is the vendor's responsibility to comply with all local, state and federal laws as they apply to this proposal.
- D. DYS is exempted from all sales and use taxes under the provisions of Title 40, Chapter 23, Section 4(15), Code of Alabama 1975.
- E. Proposal price is to be all inclusive with no further charges made against the Department of Youth Services School District.
- F. Contracts over \$10,000 require compliance with Equal Employment Opportunity Regulations, The Clean Air Act, The Clean Water Act and Environment Protection Agency Regulations.
- G. Contracts over \$5,000 require completing a Vendor Disclosure form.

- H. The Department of Youth Services School District is an equal educational opportunity agency and prohibits discrimination in any of its educational programs, including employment, on the basis of sex, race, religion, national origin, color, age or any handicapping condition. The Department of Youth Services School District complies fully with the provisions of Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the appropriate Department of Education regulations.
- I. The final awarding of this proposal will be made by the Board of Education via Alabama Contract Review Board based on a recommendation from the Superintendent. The Superintendent will base his recommendation on consultation with Coordinators.
- J. All prospective contract personnel must sign a Vehicle, Tool and Security for DYS Campuses Contractor Security Procedures Form and a Confidentiality Agreement.
- K. **Original proposals MUST be received by 4:00 p.m. on March 24, 2014 in a sealed envelope to: Alabama Department of Youth Services School District, 1000 Industrial School Road, or P.O. Box 66, Mt. Meigs, Alabama 36057, Attn: Yolanda Kelley. The following information MUST appear on the outside of the proposal envelope: *Proposal #Y17-Y18 Basic Maintenance*. Late proposals will not be accepted.**

#### **1. VENDOR QUALIFICATIONS:**

Vendors must document for the Alabama Department of Youth Services School District that they:

- Have been established in business for ten years
- Have verifiable accounts of similar size and complexity
- Have appropriate certification for installing, terminating and maintaining category 5E and multimode fiber cables, wireless bridge and Tandberg and Cisco equipment.
- Have a minimum \$1,000,000 in liability insurance
- Must have over \$5M in E-rate approved contracts
- Must have at least five E-rate Funded Basic Maintenance contracts

#### **2. BASIC MAINTENANCE:**

E-Rate Definition of Basic Maintenance Eligibility: Basic maintenance services are "necessary" if, but for the maintenance at issue, the connection would not function and serve its intended purpose with the degree of reliability ordinarily provided in the marketplace to entities receiving such services without e-rate discounts. Basic maintenance services do not include services that maintain equipment that is not

diagnostic services in excess of those necessary to maintain the equipment's ability to transport information.

Basic maintenance is eligible for discount only if it is a component of a maintenance agreement or contract for eligible services or products, and these maintenance services are cost effective. The agreement or contract must specifically identify the eligible products or services covered, including product name, model number, and location.

**Must be able to install, troubleshoot, maintain and integrate the following type of hardware and software products:**

- Routers
- Switches
- Routed Networks
- Static and Dynamic Routes Configuration
- Ethernet Topology
- CISCO products to include Telepresence
- Microsoft Windows 2003 Active Directory
- Microsoft Windows 2003 Operating System (on eligible servers – not desktops)
- Servers – DHCP, Domain Name Server, E-mail, Terminal Server and Web Server
- Network Troubleshooting
- Copper and Fiber cabling standards and termination techniques and equipments
- Wireless Bridge standards and termination techniques and equipment
- Network Interface Cards
- Troubleshoot, install and terminate Category 5e and multimode fiber cable and components
- Cisco Video Surveillance

**3. COMMUNICATIONS NETWORK SPECIALIST** - Vendors must provide services and bid for both of the following labor categories (specific pricing):

1. **Senior Communications Network Specialist.** Troubleshoots LAN/WAN and other network related problems, provides technical expertise for configuration of networks, performs general LAN maintenance, and highly skilled in troubleshooting all aspects of complex networks. Minimum 10 years experience preferred but not required in the Telecommunications Field.
2. **Network Maintenance Technician.** Troubleshoots LAN/WAN and other network related problems, provides technical expertise for configuration of networks, skilled in troubleshooting all aspects of complex networks. Minimum 5 years experience is preferred but not required in the Telecommunications Field.

The vendor providing the on-site technical support services must be a Cisco Authorized reseller with Cisco certified personnel that can provide certified technical support for Cisco Surveillance and Wireless equipment. Also must have Microsoft certified personnel on staff. A copy of the certifications MUST be included in the proposal package. These vendor certifications will help ensure the Customer of adequate support throughout the project. These certifications must remain in place throughout the contract period.

#### 4. TECHNICAL HELP

Labor Cost Per Hour

Type of Assistance

a. Basic Maintenance support \$ \_\_\_\_\_

b. Communications Network Specialist #1 \$ \_\_\_\_\_

c. Communications Network Specialist #2 \$ \_\_\_\_\_

Pricing for 8\*5\*NBD Cisco Hardware Coverage, software upgrades, security patches, maintenance, etc.);

Equipment to be Covered	E-Rate Eligible Price	Ineligible Portion, if any	Manufacturer Maintenance Part Number

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Miscellaneous Cisco Equipment:** Request vendor identify the discount percentage off list price for manufacturer maintenance coverage on any Cisco equipment not listed (composition of equipment in Alabama Department of Youth Services School District will change during the course of the contract. Therefore, the above list is not all inclusive). If there any exceptions, identify them here. If additional space is need, please attach additional pages and indicate "See Exceptions Attached".

Exceptions to % off of list identified below, if any:

	% off List Price
Equipment Not Listed	_____ %

Number of years in business: \_\_\_\_\_

**(LIST REFERENCES ON SEPARATE SHEET OF PAPER)**

## SCORING

The DYS School District and all prospective vendors will comply with all local, state and federal laws and the cost Effectiveness guidance provided by the Universal Service Administration Company in regard to purchasing and contracting for the above mentioned services and products. The factors will be scored by internal and external reviewers. The following table shall be used to demonstrate what possible value is available for each area scored.

<b>Factors</b>	<b>Weight</b>	<b>Possible Score</b>
Vendor Qualification	20%	1-20
Basic Maintenance	25%	1-25
Communication Network Specialist	25%	1-25
Technical Help Price	30%	1-30

The scores will be tallied and forward to the superintendent for his final recommendation to the Alabama Department of Youth Services School Board.



State of Alabama

Department of Youth Services School District

Basic Maintenance Agreement Proposal

Proposal Closing Date: March 24, 2014

Name of Firm: \_\_\_\_\_

Address of Firm: \_\_\_\_\_

\_\_\_\_\_

Name (type or print): \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Telephone: \_\_\_\_\_

Exceptions to Specifications and/or Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Drug Free Workplace Certification

The undersigned vendor hereby certifies that it will provide a drug-free workplace program by:

Publishing a statement notifying it's employees that the lawful manufacturing, distribution, dispensing, possession, or use of a controlled substance is prohibited in the vendor's work place, and specifying the actions that will be taken against employees for violation of such prohibitions.

Establishing a continuing drug-free awareness program to inform its employees about:

1. The dangers of drug abuse in the workplace.
2. The vendor's policy of maintaining a drug-free workplace.
3. Any available drug counseling, rehabilitation and services.
4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

Giving all employees engaged in performance of the contract a copy of the statement concerning drug-free workplace.

Notifying all employees, in writing, of the statement concerning a drug-free workplace, that as a condition of employment on a covered contract, the employee shall abide by the terms of the statement.

The vendor shall make a good faith effort to maintain a drug-free workplace program through implementation of all of the above, but not limited herein, in this certificate.

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_ Title: \_\_\_\_\_

Authorized Representative Signature: \_\_\_\_\_

The forgoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_,

By \_\_\_\_\_ as

\_\_\_\_\_ (Title) of \_\_\_\_\_ who is known to me to be the  
person described herein, who produced \_\_\_\_\_ as identification.

NOTARY PUBLIC \_\_\_\_\_

(Signature)

\_\_\_\_\_ My Commission Expires: \_\_\_\_\_

(Print Name)

SEAL

## DYS Campuses Contractor Security Procedures Form

1. All unattended (even a few minutes) vehicles must have all windows and doors completely closed and locked. Vehicles that can not be locked will not be allowed on campus.
2. All tools not in actual use must be secured at all times within locked tool boxes or job boxes.
3. All ladders, ropes, chains, heavy extension cords, and any other device that can be used for climbing (to include air hoses, hose pipes, etc...) must be secured inside of locked boxes or vehicles. Ladders not in use must be securely chained to vehicles.
4. All work areas will be completely enclosed within a chain link fence (8 ft. high) and any open ditches or trenches will be enclosed with reflective barriers or fence.
5. The work area will be kept clean of trash or work by products that could be used as a weapon or tool to facilitate escape, should it fall into the hands of students. At the close of each work day the work area will be inspected by security.
6. Work crews will not make contact with students for any reason. Should students try to establish contact with work crews, security should be called at once.
7. No type of weapons are allowed on campus. Violators will be charged with criminal charges.
8. No alcohol or drugs of any type are allowed on campus. Violators will be charged with criminal charges.
9. All persons on a DYS campus are held responsible for the control of any tobacco products they may use. Anyone who allows students access to tobacco products will be removed from campus.
10. Should any tools or equipment become misplaced or lost, it must be reported to security at once.
11. No equipment or vehicle may be left on campus overnight or on weekends without the approval of the campus superintendent, and Department of Chief of Security.
12. All vehicles (private and company) and the work area are subject to security inspection or search at any time.
13. All contracted employees are subject to criminal background checks by the Alabama Department of Youth Services and are granted access to work within the facilities based only after such background checks are completed and approved.

The contractor shall make a good faith effort to maintain a safe workplace through implementation and insuring at all workers are knowledgeable of all of the above, but not limited herein, in this certificate.

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Authorized \_\_\_\_\_ Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Authorized \_\_\_\_\_ Representative \_\_\_\_\_

Signature: \_\_\_\_\_

The forgoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_,

By \_\_\_\_\_ as \_\_\_\_\_ (Title)

Of \_\_\_\_\_ who is known to me to be the person described herein, who produced \_\_\_\_\_ as identification.

NOTARY PUBLIC

SEAL

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

My Commission Expires: \_\_\_\_\_

Contractual Employee Confidentiality Agreement

My name is \_\_\_\_\_ and I am an employee of the \_\_\_\_\_. In Furtherance of the purpose of the Department of Youth Service (DYS) and the \_\_\_\_\_, it is necessary that I review certain files relating to juveniles in DYS custody. These files include but are not limited to education, administration or treatment files relating to juveniles in DYS custody. I understand these files contain information, including law enforcement, medical, and psychological information protected by the provisions of the Health Insurance Portability Protection Act, Alabama Code Sections 12-25-100, 12-15-101, and 34-26-2, and various federal statutes and regulations. These records are confidential and I understand that criminal and/or civil penalties may apply for unauthorized disclosure of such confidential files. Disclosure of such confidential files includes disclosure of any information in said files and includes disclosure of the name or identity of any child in DYS custody in a way that identifies him/her as a juvenile who is or has been in DYS custody.

Done this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

Signature: \_\_\_\_\_

Print Your Name: \_\_\_\_\_

Employers Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_